Giles County Broadband Internet Comparison Study



Conducted by



May 18, 2007

TABLE OF CONTENTS

PURPOSE OF THE COMPARISON		
STUDY		
TESTING PROCESS	Page	2
BROADBAND STUDY SUMMARY	Page	3
BROADBAND TEST DETAILS	Page	5
COVERAGE AREAS	Page	6
iGiles.net Coverage Area	Page	8
PES/Energize Coverage Area	Page	9
LINKS TO PRODUCTS OFFERED &	_	
PRICING	Page 1	10
RATE CARDS PROVIDED	Page 1	12
PES/Energize	Page 1	12
iGiles Wireless		
Surfmore	Page 1	15
Charter		
SPEEDTEST RESULTS	Page 1	17
Ardmore Telephone	Page 1	18
Bellsouth	Page 1	19
Charter	Page 2	20
Charter	Page 2	21
Charter	Page 2	22
Cingular	Page 2	23
iGiles Wireless	Page 2	24
iGiles Wireless	Page 2	25
iGiles Wireless	Page 2	26
HughesNet	Page 2	27
PES/Energize	Page 2	28
PES/Energize	Page 2	29
PES/Energize	Page 3	30
Surfmore - DSL	Page 3	31
Surfmore - Wireless	Page 3	32
TNETS.net	Page 3	33
TNETS.NET	Page 3	34
Verizon Wireless	Page 3	35

Giles County Broadband Internet Provider Comparison Study

The Comparison Study was conducted by an independent Internet Solutions Provider, Rackley Technologies, LLC of Pulaski, Tennessee. Rackley Technologies, LLC provides Internet Solutions such as Web Site Design, Web Applications, Web-Based Security Camera Solutions, Online Backup Services, Local Area Networking and PC Support in Giles County, Middle Tennessee and North Alabama. Rackley Technologies, LLC has no business relationship, partnership or any other type relationship with any Internet Service Provider listed in this study.

PURPOSE OF THE COMPARISON STUDY

The purpose of the broadband Internet comparison study was to provide residents of Giles County a resource to compare Internet Services available to them. Rackley Technologies, LLC is contacted frequently and asked "what Internet service do I need" and "what is available to us".

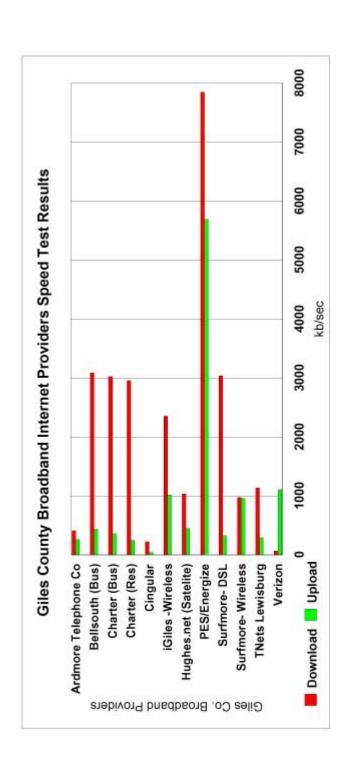
Rackley Technologies, LLC works with many different Internet providers to provide its customers with the best service that is available to them at the best price. Not all Internet Providers have service to all areas of the county. As a matter of fact, very few provide 100% coverage to all areas of the Giles County. This study will provide residents of Giles County a compiled listing of all Broadband Internet Providers and show the results of a "speedtest" using existing customer accounts.

TESTING PROCESS

All the known Broadband Internet Providers servicing Giles County were contacted and explained the Comparison Study. Each Provider was asked to supply Rackley Technologies, LLC with a list of a few "select" customers for Rackley to perform the speedtest. Some providers were reluctant to provide a user of their service. Rackley Technologies, LLC customer base consisted of a large number of these users and permission was granted from the end user to perform the speedtest. Several Internet based speedtests were selected and tested at Rackley Technologies, LLC. It was decided to use one speedtest on all accounts for consistency.

The speedtest provided at http://www.speakeasy.com/speedtest was selected. This and several other tests can be found on our website, http://www.rackleytechnologies.com under Products and Services, Web Applications. The Atlanta Speakeasy server was chosen on all test locations for consistency. The speedtest results were printed and provided in this Comparison Study. Several locations may have been tested for each provider. The service level of the customer was determined either from the customers invoice or directly from the ISP. Rackley Technologies, LLC visited each providers website or was provided a breakdown of all service levels offered by the ISP. The service levels or a website link for each provider is provided in this study. The summary and graph portion of the study only exhibits the "best" results for each provider. All tests results are provided in the study.

BROADBAND STUDY SUMMARY GRAPH



BROADBAND STUDY SUMMARY

Internet Provider	<u>Download</u>	<u>Upload</u>
Ardmore Telephone Co	413	262
Bellsouth (Bus)	3086	435
Charter (Bus)	3025	362
Charter (Res)	2956	246
Cingular	225	42
iGiles -Wireless	2354	1016
Hughes.net (Satelite)	1033	451
PES/Energize	7849	5692
Surfmore- DSL	3037	324
Surfmore- Wireless	977	957
TNets Lewisburg	1138	293
Verizon	67	1107

BROADBAND TEST DETAILS

Provider	Service Level	Cost per Month	Download Speed	Upload Speed	Subscriber
Ardmore Telephone Co.	768k/256k	\$49.95	413	262	Mete Kamil
Cingular	Basic (Wireless	\$79.99	225	42	Tim Wroda
Energize	5mb/1.5mb	\$29.95	4913	1344	Kim Rackley (Res)
	5mb/2.5mb	\$75.00	7849	5692	Twin City Fan/Clarage (Com'l)
	5mb/2.5mb	\$75.00	5254	3910	TN Valley Realty (Com'l)
DotSpot -Wireless	Up to 3 Mb	Com'l. \$79.99	2194	1011	Speer-Horn
		\$79.95	2354	1016	Citizen Office
		\$79.95	1709	790	The Drying Team
Hughes.net (Satelite)	1mb/512k	\$69.99	1033	451	Scott Tarpley's Home
Charter (Bus)	384k/128k	\$64.95	372	81	Watson's Office Supply
Charter (Bus)	3mb/384k	\$104.99	3025	362	Rackley Tech Free Test Account
Charter (Res)	3.0mb/384k	\$19.95	2956	246	Doug Wong's Home
Surfmore- DSL	3.0mb/384k	\$74.00	3037	324	Rackley Technologies
Surfmore- Wireless	1.0mb	\$49.00	977	957	Sundrop Bottling
Bellsouth (Bus)	3.0mb/384k	\$89.95	3086	435	Bob Massey's Office
Verizon	VZAccess Card	\$49-\$79	67	1107	The Drying Team, Inc. VZAccess
TNets - www.hotshotwireles	s.com	\$49.95	828	323	Libby's Towing
		\$69.95	1138	293	Tennessean Truckstop

COVERAGE AREAS

Ardmore Telephone Company

Would not respond to email requests. Provides service in Ardmore and Southern portion of Giles County. http://www.ardmore.net

Bellsouth

No coverage area provided. Visit http://www.fastaccess.com, click on Home, or Business service and enter your telephone number and it will advise you if service is available.

Charter

No coverage area provided.

Visit http://www.charter.com/Visitors/Products.aspx?MenuItem=3 to see if service is available at your location

Cingular

No coverage area provided.

Visit http://www.cingular.com/cell-phone-service/get-started/index.jsp

iGiles.net Wireless

See Attached Coverage area map provided. Also visit http://www.igiles.net/prod01.htm

HughesNet

Coverage area is "basically anywhere that has a clear view of the southern sky" HughesNet uses the satelite system formerly Direcway.

Visit http://www.hughesnet.com

MediaCom Cable

MediaCom Cables advertises locally but will not reply to e-mails nor answer telephone calls when attempted by Rackley Technologies, LLC.

Visit Http://www.mediacomcable.com/home.html

PES/Energize

See attached coverage area map. Primarily within the city limits of Pulaski, but does extend outside in some areas.

Visit: http://www.energize.net/files/EnergizeServiceArea.pdf

Surfmore.net

DSL services are available whereever Bellsouth provides a DSL circuit. Contact Surfmore to determine availability. 931-363-7700

Wireless - Limited to approximately 10 miles from their wireless towers.

See attached map of tower locations. Visit http://www.surfmore.net

Coverage Areas (Cont.)

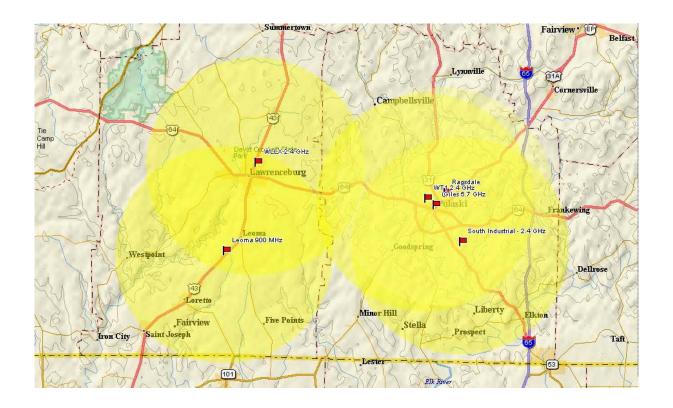
TNETS - Lewisburg

Wireless has limited availability in Northeast portion of Giles County. Contact TNETS to determine availability. 931-359-8254 or visit http://www.tnets.net

Verizon Wireless Broadband

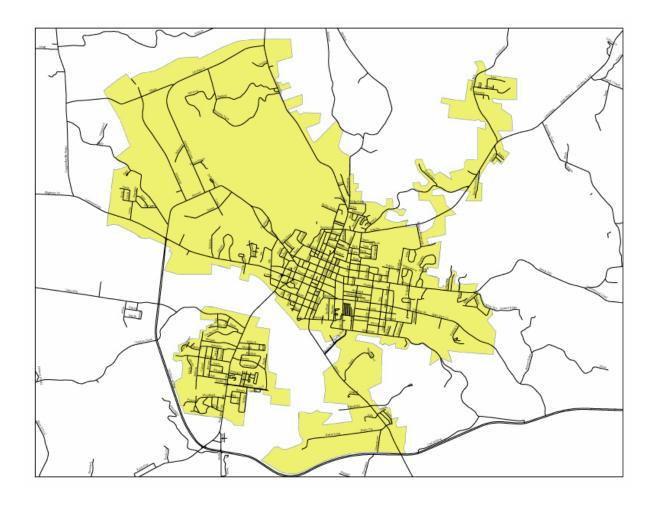
VZAccess service is available anywhere in Giles County that has normal cell phone coverage. Visit http://www.verizonwireless.com

iGiles.net Coverage Area



PES/Energize Coverage Area

Pulaski, Tennessee Map



LINKS TO PRODUCTS OFFERED & PRICING by Broadband Internet Providers

Ardmore Telephone Company

http://www.ardmore.net/ard_net.htm

Bellsouth

Residental:

Http://bellsouth.com/consumer/inetsrvcs/index.html

Small Business:

Http://smallbusiness.bellsouth.com/internet/index.asp

Large Business:

Http://largebusiness.bellsouth.com/

Charter

http://www.charter.com/Visitors/Products.aspx?MenuItem=3

or http://www.charter-business.com

See Attached Business Rate Card

"Bundle Discounts available for Internet, Cable and Phone"

Cingular

Data plan:

http://www.cingular.com/cell-phone-service/cell-phone-plans/data-cell-phone-plans.jsp

iGiles.net Wireless

http://www.dotspot.net/products.htm

HughesNet

Home:

Http://go.gethughesnet.com/HUGHES/Rooms/DisplayPages/LayoutInitial?Container=com.webridge.entity.Entity%5BOID%5B71A9F5B422ABCE4886D9492F66B5B589%5D%5D

Business:

Http://www.hughesnetbiz.com/HUGHES/Rooms/DisplayPages/LayoutInitial?Container=com.webridge.entity.Entity% 5BOID%5BE0EC1D98C757F645A1A3AD4C126B26D8%5D%5D

MediaCom Cable

Http://www.mediacomcable.com/home.html

PES/Energize

http://www.energize.net/files/PES Rate Card.pdf

See Attached Rate Card

Surfmore.net

Http://www.surfmore.net/surfmore_wireless_broadband.htm

TNETS - Lewisburg

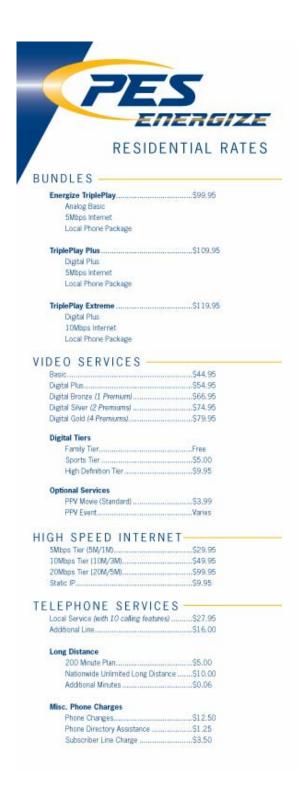
http://www.hotshotwireless.com/pricing.html

Verizon Wireless Broadband

 $Http://www.verizonwireless.com/b2c/store/controller?item=planFirst\&action=viewPlanOverview\&catType=pcCard\&cm_re=Global-_-Plans-_-Wireless\%20PC\%20Card\%20Plans$

RATE CARDS PROVIDED

PES/Energize



ADDITIONAL CHARGES -

Equipment

Standard Digital Box - Primary	Included
Standard Digital Box - Additional	\$6.95
Digital HD Box	\$9.95
Digital HD/DVR Box	\$14.96
Remote Control	Included
Cable Card	\$3.95
Unreturned Remote Control	\$10.00
Unreturned Cable Card	\$50.00
Unreturned Digital Box	\$200.00
Unreturned Digital HD Box	\$400,00
Unreturned Digital HD/DVR Box	\$550.00

Installation, Repair & Other

silation, Repair & Other	
Standard Install - Prewired 1	\$39.95
Standard Install - Unwired 1	\$49.95
Home Theater/HD Setup - At Initial Install	\$19.95
Home Theater/HD Setup - Separate Trip	\$39.95
Custom Install Hourly Rate	\$39.95
Change of Service - Technician	\$29.95
Change of Service - Electronic	
Additional Outlet - At Initial Install	\$14.95
Additional Outlet - Separate Trip	\$34.95
Relocate Outlet - At Initial Install	\$14.95
Relocate Outlet - Separate Trip	\$34.95
Cable Card Install	\$29.95
Wall Fish	
Underground Install	\$50.00
Amplifier install	\$50.00
Wireless Router Install	\$79.95
NSF Check Fee	
Late Fee	5.0%
Reactivation Fee	
Phone Activation Charge	\$34.95
Inside Wire Maintenance (All Services)	

COMMERCIAL RATES

VIDEO SERVICES

Small Commercial Tier

Basic.		.95
Digital	Basic	.95

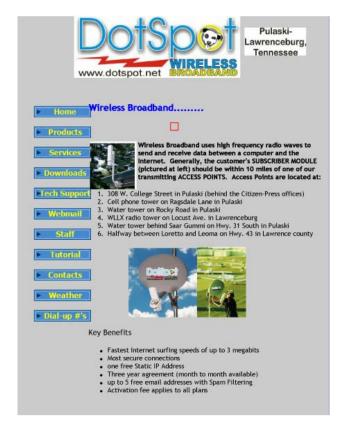
HIGH SPEED INTERNET-

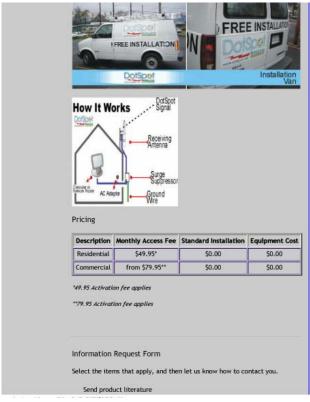
TELEPHONE SERVICES

Primary Line w/Features and Unlimited LD.....\$39.95 Additional Line.....\$21.95

Dedicated/QOS Circuit.......Varies

All rates are subject to change. | Applicable fees and taxes apply and are additional to these rates. | Based upon credit rating, deposits may be required. | Standard install changes include 1 video cetter, 1 internet cetter, and 1 phone jack. | Standard install fees do not include wall fish. Bundles are available to residential customers only.





Surfmore



http://www.surfmore.net/surfmore_wireless_broadband.htm4/26/2007 3:30:39 AM



HIGH SPEED INTERNET

Standard Installation:

\$99.99

Inside wiring and any non-standard or custom external work is not included in the installation fee. Therefore, the installation quote is only an estimate, subject to a final inspection survey.

Service Levels:	Monthly Recurring Fee:			
Upstream / Downstream			24-Month	
1.5M x 256K with 3dynamic IPs	\$64.99	\$61.99	\$54.99	\$49.99
$3M \times 384K$ with 3dynamic IPs	\$104.99	\$99.99	\$89,99	\$79,99
5M x 512K with 3dynamic IPs	\$159.99	\$149.99	\$134.99	\$119.99
3M x 1M with 1static IP	\$224.99	\$209.99	\$189.99	\$169.99
5M x 1M with 1static IP	\$289.99	\$274.99	\$244.99	\$219.99
10M x 1M static IP	\$359.99	\$339.99	\$299.99	\$269.99

Each package above comes with Non-Customer Web Hosting and 10 e-mail accounts. Additional IP addresses (Static or Dynamic) can be purchased separately, along with additional mailboxes, 100MB of web storage, static-DHCP Reservation and static-routed Subnet /29 or /28. We do not support end user networks. The cable modem is Charter Business' point of demarcation. Any equipment, applications, facilities, etc., beyond the cable modem is the customer's responsibility.

I look forward in working with you on this project. Please let me know if you have any questions or concerns via telephone or email.

Sincerely,

Jason Cross

Account Executive II Charter Business

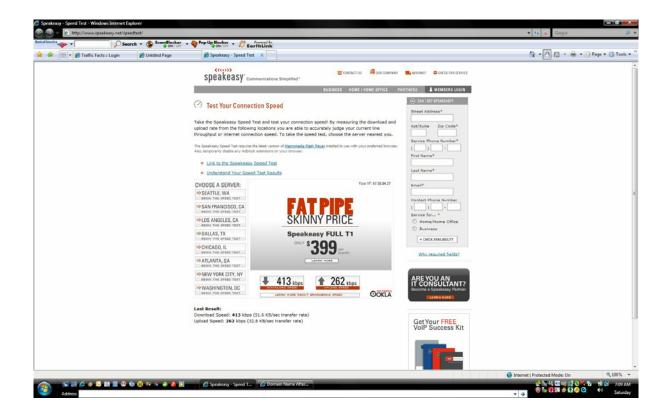
931-698-6754

jason.cross@chartercom.com

SPEEDTEST RESULTS



Ardmore Telephone



Bellsouth

Speakeasy - Speed Test

Page 2 of 3

Bob Massey

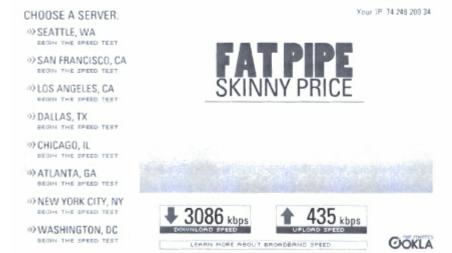
Your Connection Speed

Take the Speakeasy Speed Test and test your connection speed! By measuring the download and upload rate from the following locations you are able to accurately judge your current line throughput or internet connection speed. To take the speed test, choose the server nearest you.

The Speakeasy Speed Test requires the latest version of Macromedia Flash Player installed to use with your preferred browser.

Also, temporarily disable any Adblock extensions on your browser.

- · Link to the Speakeasy Speed Test
- · Understand Your Speed Test Results



Last Result:

Download Speed: 3086 kbps (385.8 KB/sec transfer rate) Upload Speed: 435 kbps (54.4 KB/sec transfer rate)

Doug Wong

Test Your

Connection Speed

Take the Speakeasy Speed Test and test your connection speed! By measuring the download and upload rate from the following locations you are able to accurately judge your current line throughput or internet connection speed. To take the speed test, choose the server nearest you.

The Speakeasy Speed Test requires the latest version of <u>Macromedia Flash Player</u> installed to use with your preferred browser.

Also, temporarily disable any Adblock extensions on your browser.

- Link to the Speakeasy Speed Test
- Understand Your Speed Test Results



Last Result:

Download Speed: 2956 kbps (369.5 KB/sec transfer rate) Upload Speed: 246 kbps (30.8 KB/sec transfer rate)

Speakeasy - Speed Test Page 2 of 3

Watson's

Your Connection Speed

Take the Speakeasy Speed Test and test your connection speed! By measuring the download and upload rate from the following locations you are able to accurately judge your current line throughput or internet connection speed. To take the speed test, choose the server nearest you.

The Speakeasy Speed Test requires the latest version of <u>Macromedia Flash Player</u> installed to use with your preferred browser.

Also, temporarily disable any Adblock extensions on your browser.

- Link to the Speakeasy Speed Test
- · Understand Your Speed Test Results



Last Result:

Download Speed: 372 kbps (46.5 KB/sec transfer rate) Upload Speed: 81 kbps (10.1 KB/sec transfer rate)

Test

Your Connection Speed

Take the Speakeasy Speed Test and test your connection speed! By measuring the download and upload rate from the following locations you are able to accurately judge your current line throughput or internet connection speed. To take the speed test, choose the server nearest you.

The Speakeasy Speed Test requires the latest version of Macromedia Flash Player installed to use with your preferred browser.

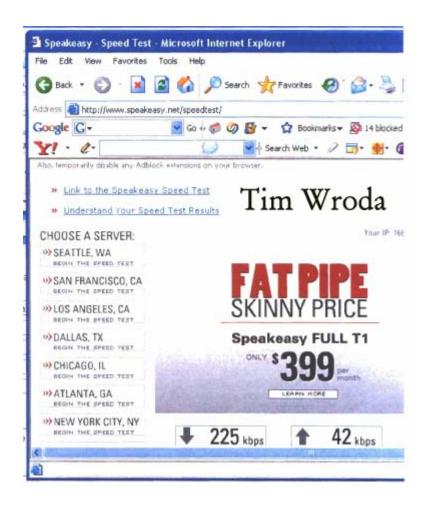
Also, temporarily disable any Adblock extensions on your browser.

- · Link to the Speakeasy Speed Test
- · Understand Your Speed Test Results

Rackley Technologies Charter Free Test Account

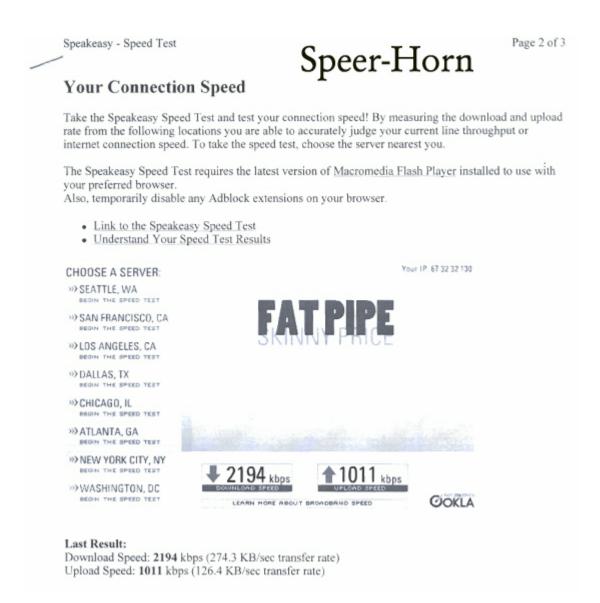


Cingular



Speakeasy - Speed Test 3/9/07 10:08 AM Citizen **Test Your Connection Speed** Take the Speakeasy Speed Test and test your connection speed! By measuring the download and upload rate from the following locations you are able to accurately judge your current line throughput or internet connection speed. To take the speed test, choose the server nearest you. The Speakeasy Speed Test requires the latest version of Macromedia Flash Player installed to use with your preferred browser. Also, temporarily disable any Adblock extensions on your browser. Link to the Speakeasy Speed Test Understand Your Speed Test Results Your IP: 67.32.32.130 CHOOSE A SERVER: » SEATTLE, WA BEGIN THE SPEED TEST »> SAN FRANCISCO, CA BEGIN THE SPEED TEST »> LOS ANGELES, CA BEGIN THE SPEED TEST >>> DALLAS, TX Speakeasy FULL T1 BEGIN THE SPEED TEST »> CHICAGO, IL BEGIN THE SPEED TEST >>> ATLANTA, GA LEARN HORE BEGIN THE SPEED TEST >>> NEW YORK CITY, NY 2354 kbps BEGIN THE SPEED TEST ↑1016 kbps >>> WASHINGTON, DC BEGIN THE SPEED TEST **OOKLA**

LEARN HORE ABOUT BROADBAND SPEED



Speakeasy - Speed Test

Page 2 of 3

The Drying Team

Your Connection Speed

Take the Speakeasy Speed Test and test your connection speed! By measuring the download and upload rate from the following locations you are able to accurately judge your current line throughput or internet connection speed. To take the speed test, choose the server nearest you.

The Speakeasy Speed Test requires the latest version of <u>Macromedia Flash Player</u> installed to use with your preferred browser.

Also, temporarily disable any Adblock extensions on your browser.

- · Link to the Speakeasy Speed Test
- · Understand Your Speed Test Results



Last Result:

Download Speed: 1709 kbps (213.6 KB/sec transfer rate) Upload Speed: 790 kbps (98.8 KB/sec transfer rate)

HughesNet

Your Connection Speed

Tarpley Home

Take the Speakeasy Speed Test and test your connection speed! By measuring the download and upload rate from the following locations you are able to accurately judge your current line throughput or internet connection speed. To take the speed test, choose the server nearest you.

The Speakeasy Speed Test requires the latest version of Macromedia Flash Player installed to use with your preferred browser.

Also, temporarily disable any Adblock extensions on your browser.

- · Link to the Speakeasy Speed Test
- · Understand Your Speed Test Results



Last Result:

Download Speed: 1033 kbps (129.1 KB/sec transfer rate) Upload Speed: 451 kbps (56.4 KB/sec transfer rate)

PES/Energize

Test

Your Connection Speed

Take the Speakeasy Speed Test and test your connection speed! By measuring the download and upload rate from the following locations you are able to accurately judge your current line throughput or internet connection speed. To take the speed test, choose the server nearest you.

The Speakeasy Speed Test requires the latest version of Macromedia Flash Player installed to use with your preferred browser.

Also, temporarily disable any Adblock extensions on your browser.

Link to the Speakeasy Speed Test

Twin City Fan

Understand Your Speed Test Results
 HOOSE A SERVER:



PES/Energize

Speakeasy - Speed Test

Kim Rackley

Page 2 of 3

Your Connection Speed

Take the Speakeasy Speed Test and test your connection speed! By measuring the download and upload rate from the following locations you are able to accurately judge your current line throughput or internet connection speed. To take the speed test, choose the server nearest you.

The Speakeasy Speed Test requires the latest version of Macromedia Flash Player installed to use with your preferred browser.

Also, temporarily disable any Adblock extensions on your browser.

- Link to the Speakeasy Speed Test
- Understand Your Speed Test Results



Last Result:

Download Speed: 4913 kbps (614.1 KB/sec transfer rate) Upload Speed: 1344 kbps (168 KB/sec transfer rate)

PES/Energize



Surfmore - DSL

Speakeasy - Speed Test Page 2 of 3

the following locations you are able to accurately judge your current line throughput or internet connection speed. To take the speed test, choose the server nearest you.

The Speakeasy Speed Test requires the latest version of <u>Macromedia Flash Player</u> installed to use with your preferred browser.

Also, temporarily disable any Adblock extensions on your browser.

- · Link to the Speakeasy Speed Test
- Understand Your Speed Test Results



Last Result:

Download Speed: 3037 kbps (379.6 KB/sec transfer rate) Upload Speed: 324 kbps (40.5 KB/sec transfer rate)

Surfmore - Wireless

Speakeasy - Speed Test Page 2 of 3

Sundrop

Your Connection Speed

Take the Speakeasy Speed Test and test your connection speed! By measuring the download and upload rate from the following locations you are able to accurately judge your current line throughput or internet connection speed. To take the speed test, choose the server nearest you.

The Speakeasy Speed Test requires the latest version of <u>Macromedia Flash Player</u> installed to use with your preferred browser.

Also, temporarily disable any Adblock extensions on your browser.

- · Link to the Speakeasy Speed Test
- · Understand Your Speed Test Results



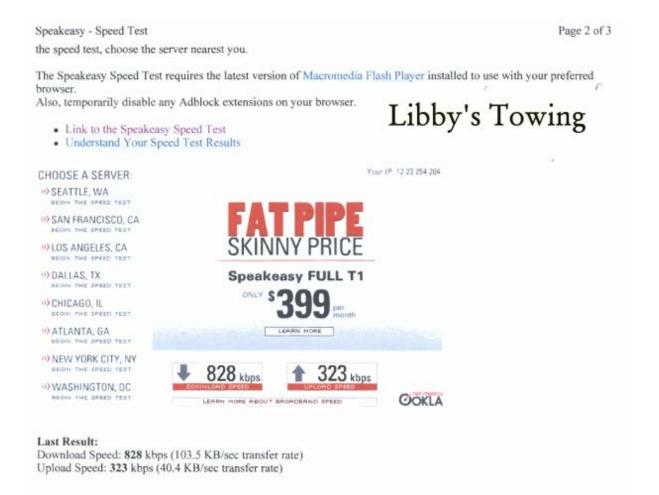
Last Result:

Download Speed: 977 kbps (122.1 KB/sec transfer rate) Upload Speed: 957 kbps (119.6 KB/sec transfer rate)

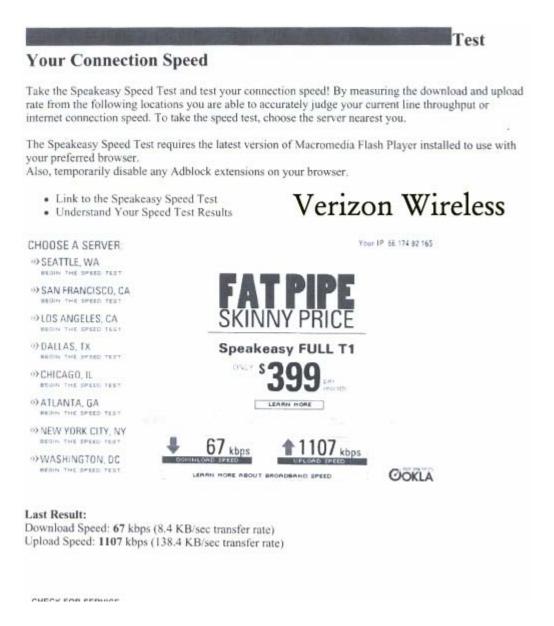
TNETS.net



TNETS.NET



Verizon Wireless



Please note the 67 k download and the 1107 upload. Rackley Technologies called Verizon Wireless to inquire about these rates. Their Support advised us that they only guarantee 14.4k download and upload. Numerous test were performed and all results were similar.